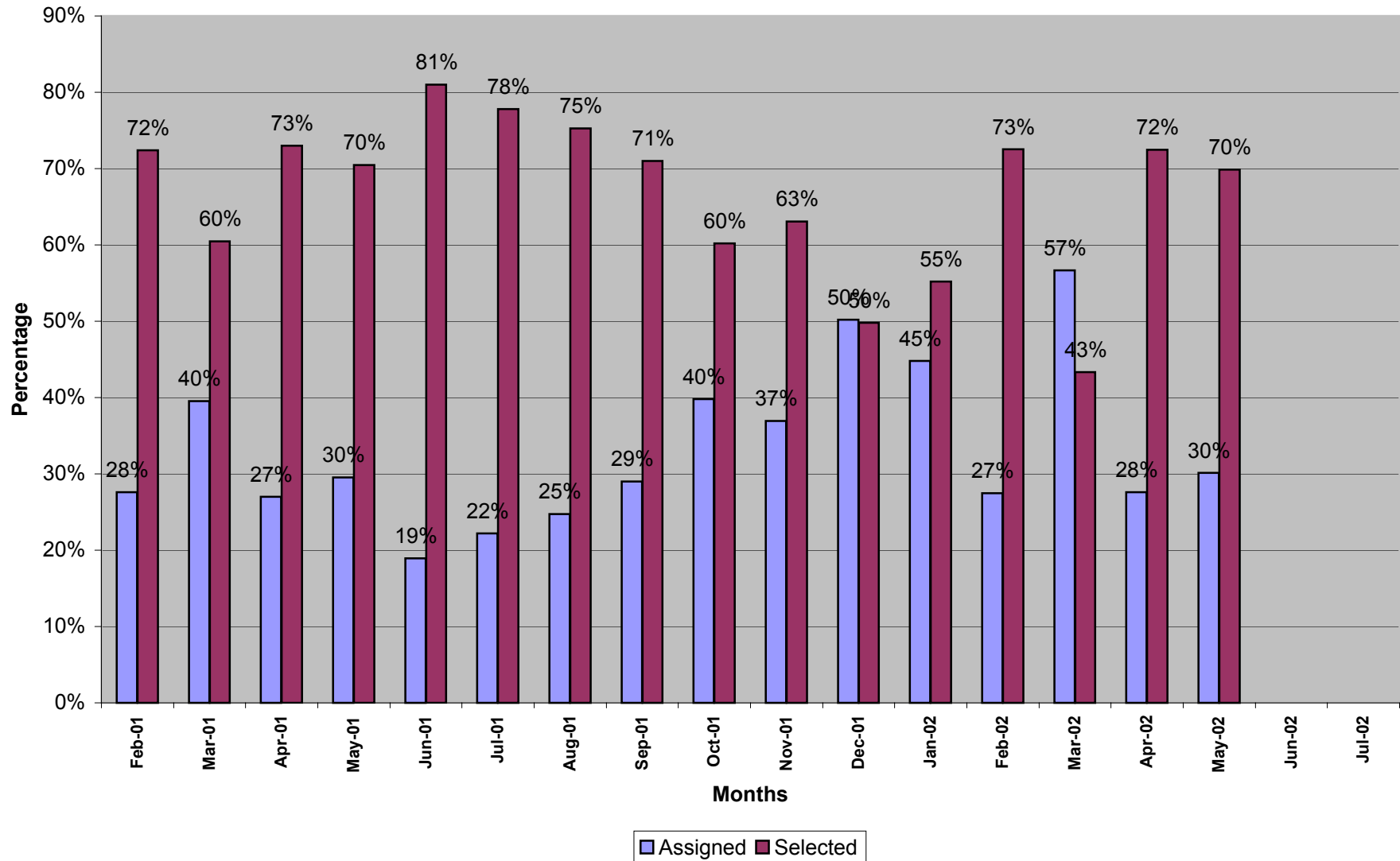


Newly Eligible HO Members



* June 01 - MACSC average speed answering phones 1.7 minutes

* December 01 - Assignments for January and February 02 were completed in December 01.

*March 02 - Assignment process completed later than usual.